

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS
Veterans First**AMENDED****Classification:** Associate Information Systems Analyst (\$4,316 - \$5,247)**Will also consider:**

Assistant Information Systems Analyst (\$2,902 - \$4,363)

12-Month Limited Term, Full Time

(This position may be approved to permanent status pending budget approval)

Location: Department of Veterans Affairs
Information Services Division
1227 "O" Street
Sacramento, CA 95814**Who Should****Apply:**

Current State employees within this classification or those who are eligible on a certification list, transfers, or reinstatement. SROA PROVISIONS APPLY.

**Duties and
Responsibilities:**

(Duties will be commensurate according to classification filled)

Under general supervision of the Staff Information Systems Analyst (Supervisor), the incumbent will perform the following functions:

- Independently provides 1st, 2nd, and 3rd level support for the more complex PC support/helpdesk related problem resolutions.
- Provides intermediate/advanced software and hardware training to customers
- Research, analyze, and prepare implementation plans for new equipment configurations and coordinates the installation of new or enhanced products.
- Independently test, evaluate, and recommend new equipment and software applications to support end user computing at the request of the customers through the Helpdesk of the Service Request process.
- Provides lead functions in supervisor's absence.
- Independently perform hardware/software upgrades as needed.
- Assists network administrators with network related issues.
- Other special projects assigned by the Supervisor.

Desirable Qualifications:Strong customer support experience and excellent oral and written communication skills.
(Only the most qualified candidates will be interviewed.)**How to Apply:** Candidates should submit a State Application (STD. 678) and résumé to:Department of Veterans Affairs
Human Resources Office
1227 "O" Street, Room 402
Sacramento, CA 95814Attn: Gabe Doria – Reference M-80 #012 06/07**Inquiries:**Voice: (916) 653-1932
TDD: (916) 653-1966**Final Filing Date: September 12, 2006**

AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS. PER MILITARY AND VETERANS CODE, SECTION 80, WHENEVER POSSIBLE, PREFERENCE SHALL BE GIVEN TO VETERANS FOR EMPLOYMENT IN THE DEPARTMENT OF VETERANS AFFAIRS. APPLICATIONS WILL BE SCREENED AND ONLY THE MOST QUALIFIED WILL BE INTERVIEWED.

RELEASED: 8.28.06